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Howard Popper 602-840-1073

AMDT B over
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Witcher

In the United States Patent and Trademark Office

Atty. Docket: PH00-09
Serial Number: 09/511,256
Filed: 02/23/2000
Title: Call Center Queue Administration
Group Art Unit: 2666
Examiner: HOM, Shick C.

Mail Stop Box AF
Commissioner for Patents "EXPEDITED PROCEDURE"
P. O. Box 1450
Alexandria, VA 22313-1450

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SIR: BY FAX to: 703-872-9314

Responsive to the FINAL Office action of 07/17/2003, please amend the above-identified application as follows: (See Next Pages).

The favor of an interview is requested should the proposed amendment not place the application in condition for allowance.

Respectfully,



OFFICIAL

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Dated: September 10, 2003